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Question: I have received an email notification that a CSAT Letter is available for viewing. How do I access this letter?

Answer:

To access your CSAT letter(s), log into the CSAT portal at https://csat.dhs.gov/industry using your CSAT username and password. Once you've logged in, you will be provided a link that reads: View My CSAT Documents. By clicking on this link you will be able to view and acknowledge receipt of all letters for which you are the Submitter.

To access your letters via the CSAT portal, you must be CVI trained, and your CVI training must be associated with your CSAT user account. If you are CVI trained, but you have not yet associated your CSAT user account with your training, you can enter your CVI authorization number and email address when you log into the CSAT portal. If you are not yet CVI trained, you may complete CVI training at https://cvi.dhs.gov/training. At the end of the training you can associate your CSAT user account with your CVI training.

Letters within the CSAT Document Retrieval Application are viewed using the Adobe Reader browser plugin. If you have difficulty opening the letter, your browser plug-in may not be installed or may be configured improperly. Installing the latest version of the Adobe Reader should configure the browser plug-in and resolve your problem.

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